

**Erie County Department of Mental Health
HUD Process Improvement Team
Summary Report**

Meeting Date 8/25/04

ECDMH Staff: Don Dauman

Participating Agencies:

Living Opportunities of DePaul, Transitional Services, Horizon Human Services, Southern Tier Living Environments, Restoration Society, Spectrum Human Services, Buffalo Federation of Neighborhood Centers, Lake Shore Behavioral Health, AIDS Community Services

Meeting Summary:

1. Updates provided on the following:

- a. SUPERNOFA Application was completed. ECDMH submitted a new 80-bed SHP application. All SHP and S+C renewals were included in this application.
- b. New 2004 Funding Matrix has been sent to providers. Program personnel are encouraged to check with their fiscal officers to ensure that each housing program is represented appropriately and funding allocations are consistent with current budgets.
- c. Revised contracting process is being developed for the 2005 contract year. Process will be rolled out in late September. There will be less emphasis and less documentation required for fiscal information but an increased emphasis will be placed on outcomes. Additional monitoring and reporting on outcomes may be an on-going requirement. Initial contract submissions will consist of an expanded Attachment D with program narratives and related outcomes. Quarterly reporting is still being developed but will require a similar format to the new initial submission.
- d. Remaining 2004 HUD PIT meeting dates were reviewed and are as follows:

September 29

October 27

November 10

December 15

All meetings will take place from 1-3PM at the ECDMH 12th floor large conference room.

2. New Procedure:

New Income Verification and Rent Calculation Procedure and forms were reviewed with the group. Don will research whether lump-sum payments are considered an income item or are part of the income exclusions. HUD requirements show a contradiction in this requirement. Don will clarify with HUD and reissue the policy/forms as needed. Using HUD templates and group input, Don has designed this form for data entry and automatic calculations in an excel workbook. Most providers agreed that an electronic format would reduce errors and provide an appropriate level of documentation for financial eligibility. Don will circulate this format with the meeting summary.

All providers were encouraged to review the procedure and forms with staff and provide feedback to Don by 9/1. Don will reissue by 9/3 with any necessary revisions via email.

3. Procedure Standardization:

The list of program components previously identified for standardization was reviewed. The following items will be standardized over the next several meetings:

- a. Rent Reasonableness: procedure and forms will be discussed at the 9/29 meeting
- b. Utility allowances (TSI obtained a standard rate spreadsheet from Belmont which will be included in the procedure)
- c. Admission eligibility
- d. Service Planning (To reflect the need for this for this type of documentation and minimum components only. Each agency will be free to devise their own format. Examples of each agencies format will be attached)
- e. Discharge Summaries (To reflect the need for this for this type of documentation and minimum components only. Each agency will be free to devise their own format. Examples of each agencies format will be attached)
- f. Housing Inspection Forms (to be based on the Federal form in a more user friendly format)
- g. Staff contact time/shared staff time (To reflect the need for this for this type of documentation and minimum components only. Each agency will be free to devise their own format. Examples of each agencies format will be attached)
- h. Budgeting, financial reporting and claiming (To be determined based on HUD monthly reporting requirements and ECDMH revised quarterly reporting)
- i. APR Data Collection: Providers to determine if any form of aggregate APR data collection would be useful.
- j. S+C Service Match Valuation: New format in use by most providers will continue. Don will design policy to include annual rate structure updates provided by ECDMH.

- k. Outcomes: Recommended that all providers use the standard 3 SHP outcomes for all APR reporting to eliminate the need for additional tracking of outcomes.

4. General Discussion:

- a. Briefly discussed Commission on Homelessness' interest in designing an annual process that could make SHP renewal applications more competitive but could result in some renewal applications being rejected or not funded in a given year.

As the #1 priority project in the 2004 SUPERNOFA, ECDMH was witness to several renewal applications that were incomplete and inaccurate. This causes significant difficulties for the Commission on Homelessness in preparing the Continuum's application under a very tight timeframe. The Commission is committed to designing a process that would minimize these types of oversights and incomplete applications. Don will continue to discuss this concern with the Commission on Homelessness and keep providers updated on the Commissions decisions.

- b. Briefly discussed consumers at risk of losing housing due to behavioral difficulties or consumers who are experiencing episodes of psychiatric instability and would benefit from temporary placement in amore intensive level of housing such as licensed/supervised housing programs. Many of these consumers fear losing SHP placement if they agree to this temporary placement and are therefore reluctant to access this service leaving them at substantial placement risk in the community.

Don suggested that the CHPS procedures still retained a process similar to the housing solution center for discussing exceptional or problematic placement situations. This opportunity is available to the entire housing system regardless of their referral origin. Therefore, it was suggested that these situations be negotiated on a case-by-case basis with the consumer, housing provider, other service providers and the ECDMH Housing Coordinator. In some instances, based on proper justification and agreement by all parties it may be possible to retain the supported/supportive housing slot while the individual accesses a temporary but more intensive level of housing services to stabilize their condition in an effort to retain their community living status over the long run.

5. 2004 ECDMH Program Reviews:

ECDMH will be completing HUD Program Reviews during late September through October. Most will be ½ day visits designed to meet staff, discuss CHPS operations, Care Coordination collaborations and follow-up on corrective action from the 2003 reviews.

6. Attachments:

- a. September 29, 2004 Meeting Agenda Attached**
- b. Excel Workbook for Income/Rent Verifications attached**

**Erie County Department of Mental Health
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Agenda**

Meeting Date: September 29, 2004

1. Updates
 - a. Award and start-up of 60 SHP beds from 2003 SUPERNOfA
 - b. Revised ECDMH Contracting Process
 - c. CHPS
2. Follow-up on lump-sum income criteria and finalize "Income Verification and Rent Calculations" Procedure and forms.
3. Review draft procedures for:
 - a. Rent Reasonableness
 - b. Utility Allowances
4. Open Discussion